Enabling compatibility mode

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Applies To: ☐ New PoliteMail ■ Legacy PoliteMail

Version: ■ 4.9+ ■ 5.0+

On rare occasions, you might receive a dialog that asks if you would like to enable Outlook compatibility mode to ensure proper display or PoliteMail on your screen. This is usually due to having an older or low-resolution monitor, and will force Outlook to run as if it were on an older version of Windows.

If prompted if you would like to enable compatibility mode, click 'Yes' and restart Outlook.

You can also manually enable compatibility mode by right-clicking on the Outlook file (or a shortcut) and going to Properties > Compatibility.

PoliteMail